Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	2 0	86 28	5 0	93 28
Customer Company Total	2 0	86 28	5 0	93 28

Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	2 0	86 15	5 0	93 15
Customer Company Total	2 0	86 15	5 0	93 15

Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	2 0.42	86 1.28	5 0.15	93 1.20
Customer Company Total	2 0.42	86 1.28	5 0.15	93 1.20

Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	2 0	86 8	5 0	93 8
Customer Company Total	2 0	86 8	5 0	93 8

Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**			
	High	Low	Medium	ATTR Total
Administrative Services	2 1.23	86 2.33	5 1.01	93 2.24
Customer Company Total	2 1.23	86 2.33	5 1.01	93 2.24

Administrative Services

Detail

INC000000182401	Susan Mumford	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	42.14
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	42.14
INC000000182461	Michael Rigby	None	None	None	TIR Missed: No	TIR:	7.15
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	TTR:	7.15
INC000000182703	Brook McElmurry	PC/Laptop	Performance	None	TIR Missed: No	TIR:	1.29
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.29
INC000000182749	Rebekkah Hibbert	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	2.16
Capitol Desktop Support	Eva Cornish	Administrative Services	Low	Closed	TTR Missed: No	TTR:	2.16
INC000000182792	Cindy Robinson	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.12
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.12
INC000000183013	Adrian Ruger	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.32
Voice Operations	Pete Gall	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000183315	Barbara Sutherland	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183322	Angie Watson	None	None	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183401	Pam Rugg	Application	Reporting	None	TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000183528	Ken Hansen	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	0.83
Capitol Desktop Support	Sarah Johnson	Administrative Services	Medium	Closed	TTR Missed: No	TTR:	0.83
INC000000184227	George D Lewis	Application	Error	None	TIR Missed: No	TIR:	0.37
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000184459	Christopher Bruhn	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.37
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000184566	Mike Broschinsky	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.23
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.23
INC000000185300	Sheila Bird	Application	None	None	TIR Missed: No	TIR:	1.41
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.41
INC000000185321	Larry Simpson	PC/Laptop	Performance	None	TIR Missed: No	TIR:	0.82
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.82
INC000000185462	Kevin Gilmore	Telecom	Voice Mail	None	TIR Missed: No	TIR:	0.31
Voice Operations	Annette Nielsen	Administrative Services	Low	Closed	TTR Missed: No	TTR:	0.31
INC000000185523	Rick James	Application	Error	Novell GroupWise	TIR Missed: No	TIR:	1.97
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR:	1.97

Enterprise Incident Report
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Administrative Services

Incident	Name	Category	Type	Item		TIR Missed	TIR
INC000000185568	Reed Taylor	PC/Laptop	Virus	None		No	3.64
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Medium		Closed	TTR Missed: No	3.64
INC000000185788	David Gill	None	None	None		No	2.49
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low		Closed	TTR Missed: No	2.49
INC000000186081	John Koerner	Application	None	Finance Data Warehouse		No	0.55
Metro B Help Desk	Ron LeBaron	Administrative Services	Low		Closed	TTR Missed: No	0.55
INC000000186339	Terri O'Toole	PC/Laptop	Hardware	None		No	1.43
Capitol Desktop Support	Brian Bintz	Administrative Services	Low		Closed	TTR Missed: No	1.43
INC000000186744	Rick Beckstead	PC/Laptop	Error	None		No	0.72
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Closed	TTR Missed: No	0.72
INC000000186908	Gene Baird	PC/Laptop	Performance	None		No	0.81
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Closed	TTR Missed: No	0.81
INC000000187166	Susan Vogel	Application	Error	Novell GroupWise		No	0.00
Metro D North Desktop Support	Kim Ratushniak	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000187226	Sheri Witucki	None	None	None		No	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000187254	Brian J Davis	Network	Error	Novell Client for 32-bit Windows		No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000187436	Darin Janzen	Network	Error	Novell Client for 32-bit Windows		No	0.00
Capitol Desktop Support	Garry Gregson	Administrative Services	Low		Closed	TTR Missed: No	0.00
INC000000187723	Jean Draper	Network	Performance	None		No	0.42
Capitol Desktop Support	Scott Wunderlich	Administrative Services	High		Closed	TTR Missed: No	0.42
INC000000187744	Linda Crawford	PC/Laptop	Hardware	None		No	0.49
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low		Closed	TTR Missed: No	0.49
INC000000187760	Loretta Hamilton	PC/Laptop	Performance	None		No	0.40
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low		Closed	TTR Missed: No	0.40
INC000000187814	Scott Sutherland	PC/Laptop	Password	None		No	8.69
Metro B Desktop Support	Michael Barth	Administrative Services	Low		Closed	TTR Missed: Yes	8.69
INC000000187891	Linda Cornish	Telecom	None	None		No	0.36
Voice Operations	Annette Nielsen	Administrative Services	Low		Closed	TTR Missed: No	0.36
INC000000187952	Emily Barnes	Telecom	Voice Mail	None		No	0.10
Voice Operations	Annette Nielsen	Administrative Services	Low		Closed	TTR Missed: No	0.10
INC000000188184	Jim Russell	Mobile Devices	Error	BlackBerry Configuration		No	1.62
Capitol Desktop Support	Danielle Hood	Administrative Services	Low		Closed	TTR Missed: No	1.62
INC000000188365	Larry Simpson	Network	Incident	None		No	5.36
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Closed	TTR Missed: No	5.36

Administrative Services

Incident	Name	Type	Category	Item		TIR Missed	TIR
INC000000188499	Arleen Hearld	PC/Laptop	Hardware	None		No	3.90
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR: 3.90
INC000000188644	Terre Marshall	PC/Laptop	Error	Internet Explorer		No	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000188829	Dan Martinez	Application	Reporting	Adobe Contribute		No	5.69
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR: 5.69
INC000000188893	Patricia Smith-Mansfield	Application	Error	None		No	13.73
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Resolved		TTR Missed: Yes	TTR: 13.73
INC000000188916	Sam Lee	Application	Reporting	Novell GroupWise		No	2.49
Capitol Desktop Support	Eva Cornish	Administrative Services	Low	Resolved		TTR Missed: No	TTR: 2.49
INC000000189193	Mark Knowlden	Application	None	Microsoft Windows XP Professic		No	0.00
Capitol Desktop Support	Garry Gregson	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000189242	Priscilla Anderson	Network	Password	None		No	0.13
Help Desk	Brenda Treadway	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.13
INC000000189356	Maren Jeppsen	Application	Error	Novell GroupWise		No	10.73
Metro B Desktop Support	Cindy Reed	Administrative Services	Low	Closed		TTR Missed: Yes	TTR: 10.73
INC000000189376	Amanda Ronan	None	None	None		No	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000189389	Mike Butler	Network	Password	Novell Client for 32-bit Windows		No	0.05
Capitol Desktop Support	Brian Bintz	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.05
INC000000189423	Reed Taylor	PC/Laptop	Error	None		No	5.60
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR: 5.60
INC000000189473	Yolanda Larrymore	Application	Password	Novell GroupWise		No	1.22
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR: 1.22
INC000000189474	Wayne Christensen	PC/Laptop	Hardware	None		No	5.81
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed		TTR Missed: No	TTR: 5.81
INC000000189885	Mindy Spring	Telecom	Coverage Path	None		No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000190303	Carma Hicks	None	None	Sex Offender Notification and R		No	0.00
Metro C Help Desk	Chuck Wilson	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.00
INC000000190389	Sonia Smith	Application	Password	Novell GroupWise		No	3.24
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR: 3.24
INC000000190401	Julie D'Alesandro	Network	Password	None		No	3.16
Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed		TTR Missed: No	TTR: 3.16
INC000000190436	Carma Hicks	Application	Password	Remedy Service Request Mana		No	0.00
Help Desk	Vicky Marrelli	Administrative Services	Low	Closed		TTR Missed: No	TTR: 0.00

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Incident	Requester	Category 1	Category 2	Product	Assigned Group / Assignee	Service	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000190438	Carma Hicks	Application	Error	Novell GroupWise					No	1.20		
	Capitol Desktop Support	Sarah Johnson			Administrative Services		Low	Closed	No		No	1.20
INC000000190639	Deborah Memmott	Print/Copy/Scan/Fax	Error Code	None					No	0.00		
	Rural Central Desktop Support	Vicki May			Administrative Services		Low	Closed	No		No	0.00
INC000000190684	Susan Vogel	None	None	Novell GroupWise					No	0.00		
	Metro D North Desktop Support	Ruston McKay			Administrative Services		Low	Closed	No		No	0.00
INC000000190745	Dan Martinez	Network	Error	None					No	4.31		
	Enterprise Security	Bart Grant			Administrative Services		Low	Resolved	No		No	4.31
INC000000190751	Susan Mumford	Application	Reporting	None					No	0.00		
	Metro B Desktop Support	Sean Chadbourne			Administrative Services		Low	Closed	No		No	0.00
INC000000190917	Brian R Bales	Application	None	None					No	5.38		
	Capitol Desktop Support	Scott Wunderlich			Administrative Services		Low	Resolved	No		No	5.38
INC000000190958	Mike Butler	None	None	None					No	0.00		
	Metro B Desktop Support	Sean Chadbourne			Administrative Services		Low	Closed	No		No	0.00
INC000000191087	Susan Vogel	None	None	None					No	0.00		
	Metro D North Desktop Support	Kim Ratushniak			Administrative Services		Low	Closed	No		No	0.00
INC000000191196	Jenn Johnson	None	None	None					No	0.00		
	Capitol Desktop Support	Peter Musser			Administrative Services		Low	Closed	No		No	0.00
INC000000191279	Michael C Jones	Telecom	Call/Receive	None					No	0.00		
	Voice Operations	Pete Gall			Administrative Services		Medium	Resolved	No		No	0.00
INC000000191392	Steve Canning	Application	Password	Novell GroupWise					No	3.95		
	Capitol Desktop Support	Peter Musser			Administrative Services		Low	Resolved	No		No	3.95
INC000000191531	Julie Clark	Application	Error	Novell GroupWise					No	0.55		
	Capitol Desktop Support	Sarah Johnson			Administrative Services		Low	Resolved	No		No	0.55
INC000000193037	Mike Frost	EIS Hardware	PC/Laptop	None					No	0.00		
	Metro D North Desktop Support	Kim Ratushniak			Administrative Services		Low	Resolved	No		No	0.00
INC000000193252	Patricia Smith-Mansfield	Network	Error	Novell Client for 32-bit Windows					No	0.59		
	Capitol Hosting	Curtis Parker			Administrative Services		Low	Resolved	No		No	0.59
INC000000193314	Patricia Smith-Mansfield	PC/Laptop	Performance	None					No	18.44		
	Metro B Desktop Support	Cindy Reed			Administrative Services		Low	Resolved	No		Yes	18.44
INC000000193943	Susan Vogel	PC/Laptop	Hardware	None					No	0.00		
	Metro D North Desktop Support	Kim Ratushniak			Administrative Services		Low	Resolved	No		No	0.00
INC000000194490	Jeffrey Smith	Application	Password	BlueZone					No	0.22		
	Enterprise Security	Bart Grant			Administrative Services		Low	Resolved	No		No	0.22
INC000000194560	Jeff Mottishaw	PC/Laptop	Error	None					No	0.34		
	Metro B Desktop Support	Michael Barth			Administrative Services		Medium	Resolved	No		No	0.34

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INC000000194834	Tani Downing	None	None	None		TIR Missed: No	TIR:	2.04
Application Services	Bill Felt	Administrative Services	High		Resolved	TTR Missed: No	TTR:	2.04
INC000000194914	Tom A Shaw	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	1.82
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	1.82
INC000000194945	Joanie Aponte	Server	Error	None		TIR Missed: No	TIR:	0.97
Capitol Hosting	Patrick Funk	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.97
INC000000194951	Joanie Aponte	Application	Password	None		TIR Missed: No	TIR:	2.21
Application Support - DFCM	Gordon Jensen	Administrative Services	Low		Closed	TTR Missed: No	TTR:	2.21
INC000000195122	Patricia Smith-Mansfield	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.44
Metro B Help Desk	Ron LeBaron	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.44
INC000000195163	David Gill	Network	Error	None		TIR Missed: No	TIR:	0.54
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.54
INC000000195174	Joel Reeder	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000195326	Elizabeth Perkes	Application	Reporting	Remedy Asset Management		TIR Missed: No	TIR:	0.47
Internal Application Development ar	Beth Hendricks	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.47
INC000000195645	Tani Downing	Mobile Devices	Error	BlackBerry		TIR Missed: No	TIR:	0.55
Capitol Desktop Support	Danielle Hood	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.55
INC000000195645	Tani Downing	Mobile Devices	Error	BlackBerry		TIR Missed: No	TIR:	0.46
Capitol Desktop Support	Danielle Hood	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.46
INC000000195930	Evan Taylor	Network	Error	None		TIR Missed: No	TIR:	0.29
Help Desk	James Stearns	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.29
INC000000196035	Maren Jeppsen	Network	Error	None		TIR Missed: No	TIR:	11.95
Metro B Desktop Support	Cindy Reed	Administrative Services	Low		Resolved	TTR Missed: Yes	TTR:	11.95
INC000000196257	Marci Soper	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Ron LeBaron	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000196297	Carma Hicks	Server	Error	Collection Management System		TIR Missed: No	TIR:	0.22
Capitol Hosting	Curtis Parker	Administrative Services	Medium		Resolved	TTR Missed: No	TTR:	0.22
INC000000196350	Linda Cornish	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	6.42
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low		Resolved	TTR Missed: Yes	TTR:	6.42
INC000000196728	Stephanie Wilcox	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	TIR:	1.10
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	1.10
INC000000197641	Susan Vogel	None	None	None		TIR Missed: No	TIR:	0.00
Metro D North Desktop Support	Kim Ratushniak	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197912	Nancy Lancaster	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00

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INC000000197935	Jenn Johnson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000197949	Michelle Austin	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000198006	Barbara Sutherland	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000198008	Brenda Lee	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Administrative Services	Low		Resolved	TTR Missed: No	TTR:	0.00